# Western Sydney Region RTO

**Assessment Package**

**Package Overview for Assessors**

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| **Package Number**  **Package Title** | Provide technical support | |
| **Training Package** | ICA05 – Information & Communication Technology | |
| **Unit(s) /Elements to be assessed by this package:** | **ICAU2231B Use computer operating system**  **1 Configure operating system.**  1.1 Configure operating system to suit the working environment, including but not limited to setting variables.  **2 Use operating system.**  2.1 Install, upgrade and uninstall application software to suit the working environment.  **3 Optimise operating system.**  3.1 Use operating system and third-party utilities.  3.2 Customise the graphical user interface.  3.3 Use techniques unique to the command line interface.  **4 Support input and output devices.**  4.1 Set up input and output devices and check functionality.  4.2 Install drivers as appropriate and check functionality.  **ICAI3020B** **Install and optimise operating system software**  **2 Obtain operating system.**  2.1 Contact operating system vendors to obtain technical specifications and system requirements.  2.2 Document adjustment recommendations and provide to appropriate person.  2.3 Determine and apply knowledge of licensing, hardware and security requirements.  **3 Install, configure and optimise operating system.**  3.1 Install, configure and test the operating system software in accordance with installation procedures and organisational requirements.  3.2 Optimise the system to meet organisational requirements.  3.3 Document the system according to organisational requirements.  **ICAT3025B** **Run standard diagnostic tests**  **1 Operate systems diagnostics.**  1.1 Run the system diagnostic program according to specification.  **2 Scan system for viruses.**  2.3 Remove virus infections found by the scan using software tools and/or procedures or by restoring back-ups. | |
| **Package contents and information for assessors** | **Pages** | The Assessment Notice includes the task description and is provided to students. |
|  | **Pages** |  |
|  | **Page** | The **Assessment feedback sheet** should be completed by the assessor and provided to the student when all aspects of the task have been completed and additional verbal feedback and opportunities for re- assessment if necessary discussed. |
| Suggestions for Carrying Out Task |  | * The students need rights to install software and access the Control Panel. |
| **Equipment and/or resources required** |  | Equipment/Resources Required  * Internet access * Scanner/printer and software * Windows 7 installation software * Microsoft Office 2007 |

# Western Sydney Region

# Vocational Education and Training

### Assessment Notice

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| **VET Framework:** | |
| **Assessor / Teacher:** | |
| **Unit of competency** | |
| **Date task given: Date due:** |

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| **Task Description:**  One of the mangers at xxxx has recently retired and you have been asked to test and upgrade the computer for the new manager. Currently, the computer’s operating system is Windows XP and you have been asked to back up all files and install Windows 7. xxxx does not own a copy of Windows 7 so you will need to research the cost of Windows 7 along with the system specifications to determine if the operating system is suitable for this computer. Send a memo to your supervisor outlining the cost of Windows 7 for a single user and outline any hardware upgrades needed.  The new manager would like to attach a scanner/printer to his PC. Once you have installed, optimised and tested Windows 7, you will need to locate and install the scanner/printer software along with an updated driver to allow the new manager to use the scanner/printer. You will need to attach the scanner/printer and undertake a test to determine that the software and driver has been properly installed.  All changes to computer systems needs to be documented in the organisation’s hardware and software register. In order to record the computer’s configuration and specifications, you will need to download and use *WinAudit* in order to document the system requirements according to organisational requirements.  You have been told that the virus protection is not up to date, and as a result the computer has been infected with a range of viruses. You will need to update the virus protection software and run the program to check for any viruses. Delete any viruses that are located. You will also need to use diagnostic tools in order to schedule future defragmentation of the hard drive and create a system restore point.  Finally, you will need to customise the computer by creating users and passwords to allow the new manager access to the Power Users group. In line with company policy, you must also change the background theme to ‘Windows Classic’. |



Reflection/ Assessment Sheet for Student and Assessor

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| **Candidate name:** |  |
| **Unit:** |  |
| **Assessor / Teacher:** |  |

| **During this task,**  *( insert a tick for ‘yes’, cross for ‘no’,* | | **Student** | **Assessor** |
| --- | --- | --- | --- |
|  | Using the information from the Microsoft site ([www.microsoft.com](http://www.microsoft.com)) , research the minimum specifications required to install Windows 7. |  |  |
|  | Write a memo to your supervisor outlining the minimum specifications and whether any system upgrades are required. |  |  |
|  | Use Files and Setting Transfer Wizard to copy existing files to an external hard drive.  *Document the process using screen shots.* |  |  |
|  | Install the operating system from the CD-ROM noting the following points:   * Delete the existing partition * Create a new partition that is 10GB in size * Format the partition as NTFS (use the quick option if presented) * Set all local settings and language options to **English-Australian** * Set local time options to **(GMT+10) Canberra, Sydney, Melbourne** * Create one user named “Smith” * Make sure you ‘Turn On’ Microsoft Update * Accept all other default settings   *Document each step using screen shots.* |  |  |
|  | Run a custom install of Office 2007 according to licensing requirements and organisation requirements.  *Document the software installation using screen shots.* |  |  |
|  | Access and use scanner/printer user documentation to make sure that the proper installation procedure is followed. Download and install a compatible driver for Windows 7. Install scanner/printer software. Create a test scan/print to ensure the device works.  *Document the driver installation, software installation and test scan using screen shots.* |  |  |
|  | Using the information from the Microsoft site ([www.microsoft.com](http://www.microsoft.com)) , locate and run the Microsoft Updates . *Take screen shots to document this.* |  |  |
|  | Download *WinAudit* and run a scan to determine system configuration and specifications. Save and print a copy. |  |  |
|  | Record the following information for the audit document: Model and Serial number of computer plus a list of all software installed. |  |  |
|  | Update the virus protection software and scan the computer for viruses. Remove any viruses found.  *Document the process using screen shots.* |  |  |
|  | Run the Files and Settings Transfer Wizard to replace copied files.  Set up the Disk Defragmenter to run automatically once a month.  Create a restore point in case the system needs to be restored.  *Document the process using screen shots.* |  |  |
|  | Create a user called ‘Smith’  Add this user to the Power Users group |  |  |
|  | Change the background to ‘Windows Classic’ |  |  |

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| **Feedback to candidate** | | | |
| General comments, strengths or improvements needed: | | | |
| **Assessor signature:** |  | **Date:** |  |

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**Assessment Feedback**

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| **VET Framework:** | |
| **Assessor / Teacher:** | |
| **Unit of competency** | |
| **Practical Date :** |

**Overall Result**

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| **Unit Code** | **Elements of Competency** | **Competent/Not Yet Competent** |
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| **Assessor / Teacher Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: . |
| **Student Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: |